

# Section 1

## Processing SF-52s

### Proponent: West CPOC

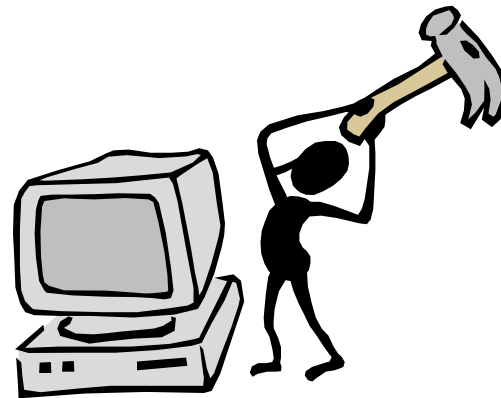
Sub-  
Section  
N/A

Topic

PERSACT Actions

Remarks

Depicts total numbers of all personnel actions processed through CPACs and CPOC using PERSACT.

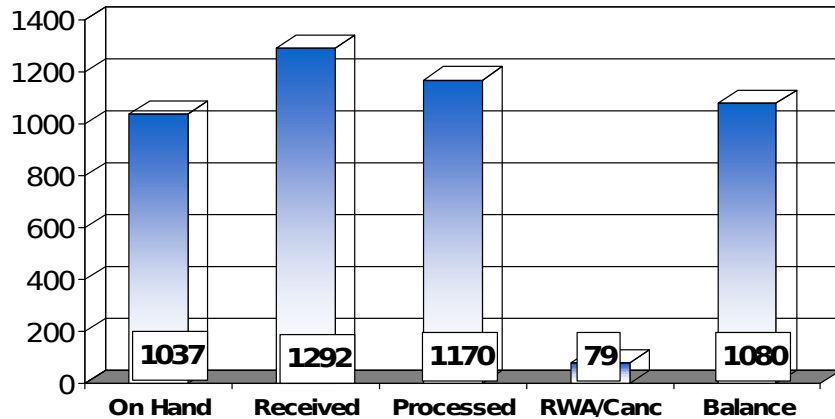


**TOPIC:** PERSACT Actions-All Serviced

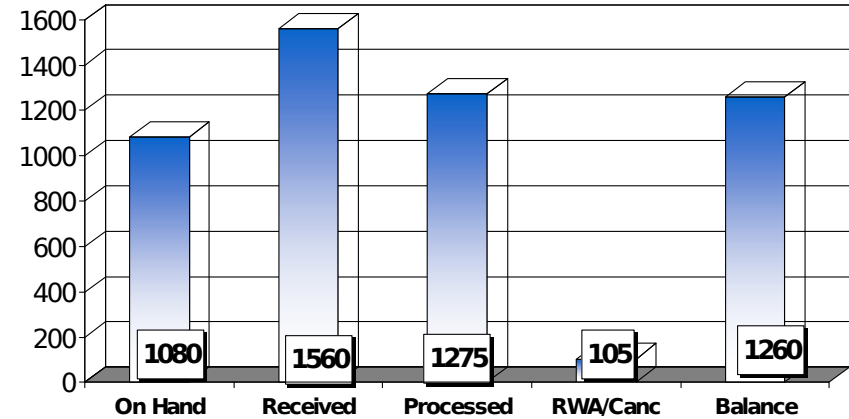
**3RD QTR-FY99**

**PROPONENT:** WCPOC

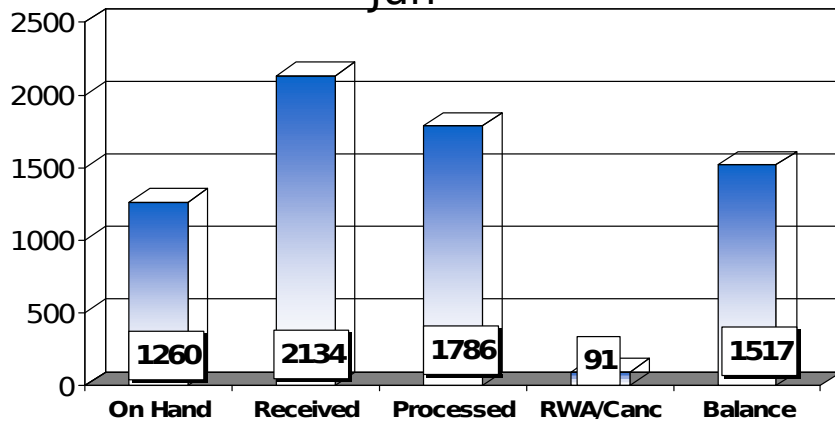
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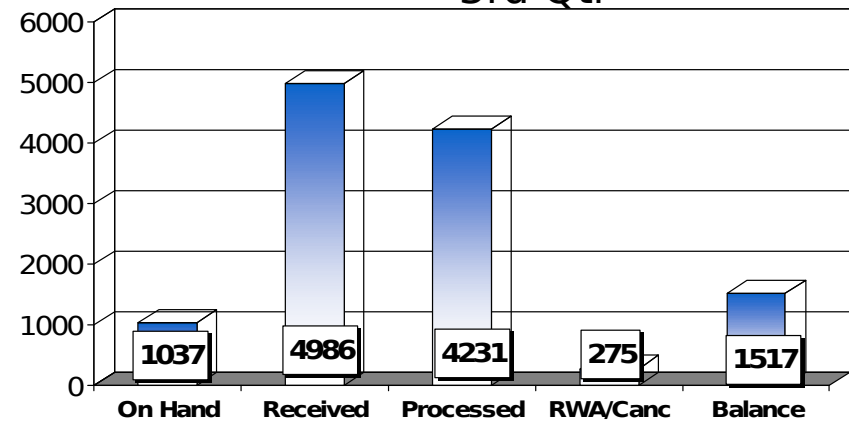
May



Jun



3rd Qtr



**ANALYSIS:** Balances on hand at the end of each month are increasing, which can be expected as serviced population continues to increase. Additionally, approximately 300 of the final balance are realignment actions which will be processed early in July.

# SECTION 2

## Classifying Jobs

Proponent: WCPOC, Classification Division

Sub-Section	Topic	Remarks
A	Classification Actions Processed	Demonstrates volume and timeliness of personnel actions requiring handling by a position classifier. Routine actions are those which require only a cursory review in the Division. Nonroutine actions require the classifier to do a job analysis or advisory.
B	New Position Descriptions	Indicates usage of Army tools for classification.
C	1999 Trends	Provides analysis of volume and timeliness of work for the FY to date.



# TOPIC: Classification Actions Processed - All Serviced

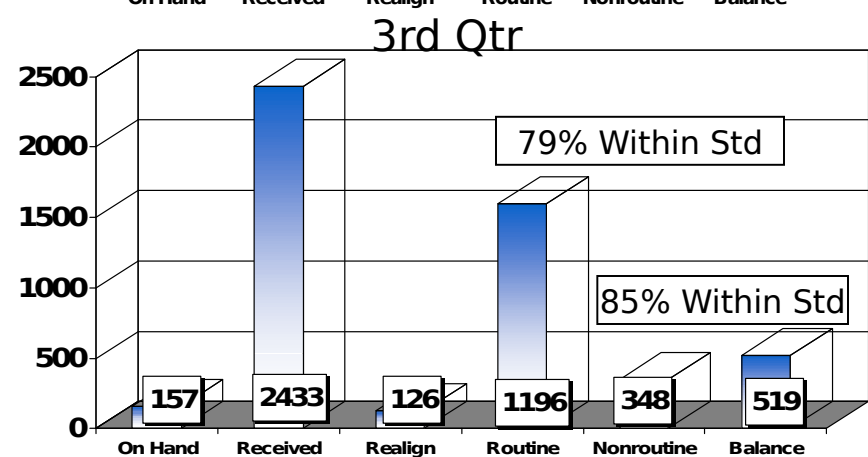
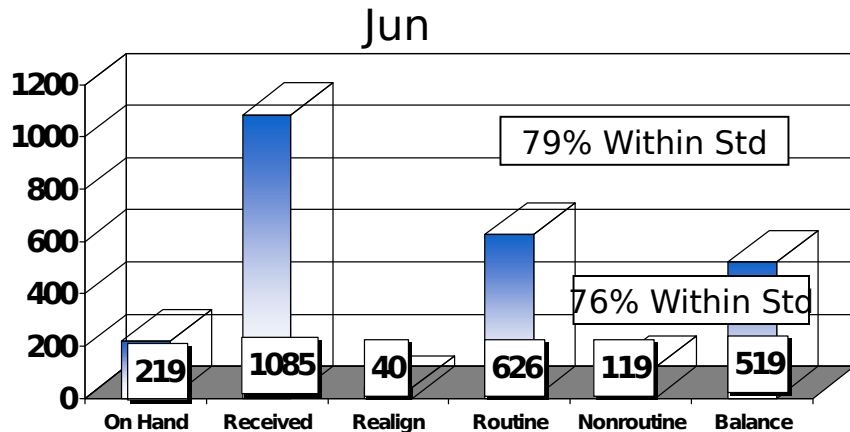
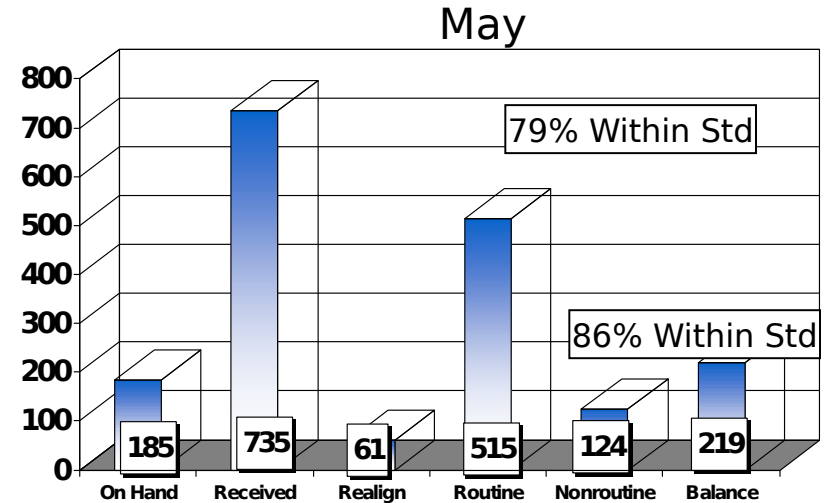
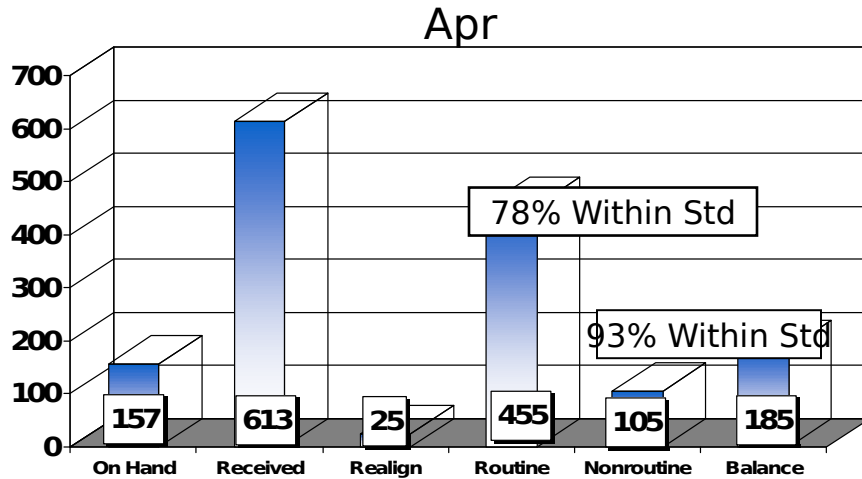
3RD QTR-FY99

## PROPOSER STANDARD: WCPOC-

Routine, 4 Days from Date Received in CD  
Non-Routine, 30 Days from Date Received in CD

## ASSESSMENT:

Routine: Amber  
Non-Routine: Am



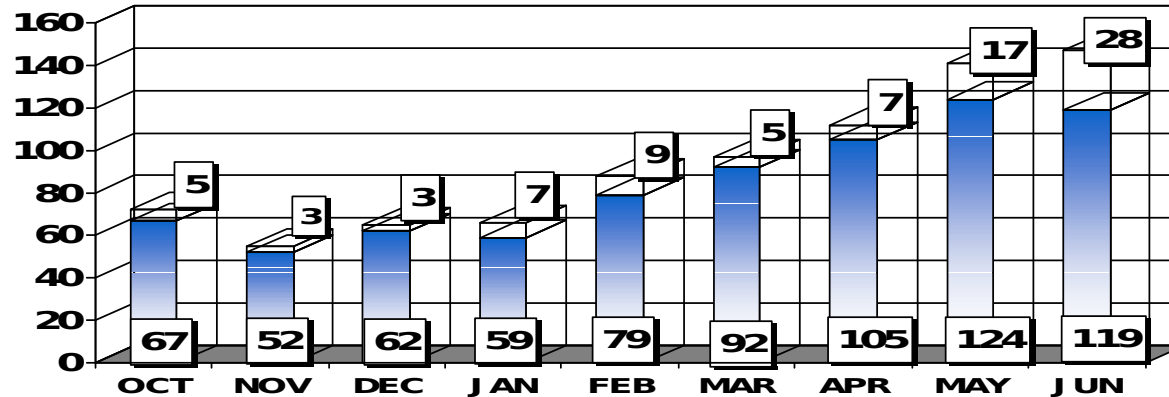
**ANALYSIS:** Volume of both routine and non-routine actions increased this quarter, in part due to the summer hire program jobs and in part because of transitioning new activities into the region. In standard production declined due primarily to the on going FASCLASS automation project. A "get the routines out day" was instituted late in the quarter to improve the routine in standard rate. A similar program to cross-level non-routine actions over 20 days will be instituted in the next quarter.



**TOPIC:****Trends - Classification Actions Processed****3RD QTR-FY99****PROPOSER/STANDARD:**

Routine, 4 Days from Date Received in CD

**STANDARD:**

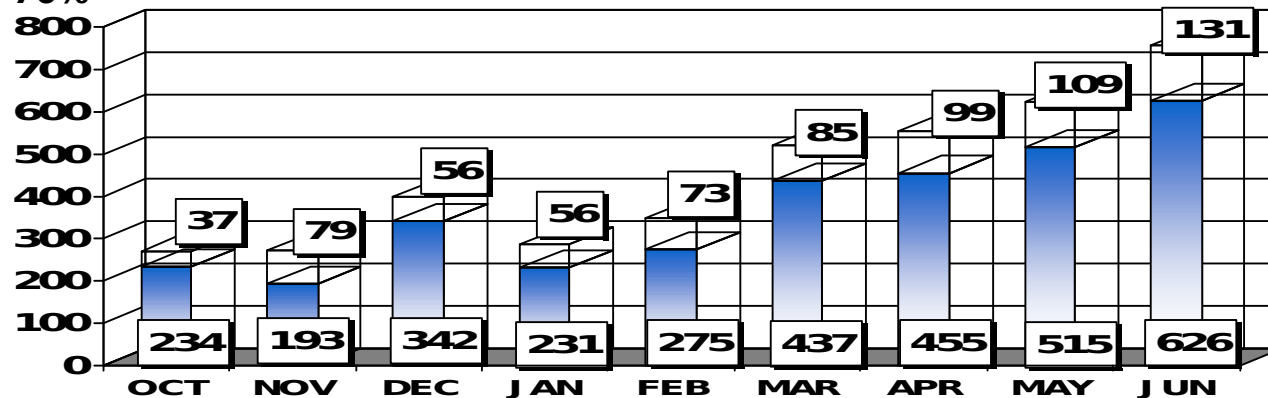
Non-Routine, 30 Days from Date Received in CD

**ASSESSMENT:** Routine - Amber  
Non-Routine - Amber**NON-ROUTINE**

 In Standard  
 Not in Standard

In Standard  
86% 76%

93% 95% 95% 89% 90% 95% 93%

**ROUTINE**

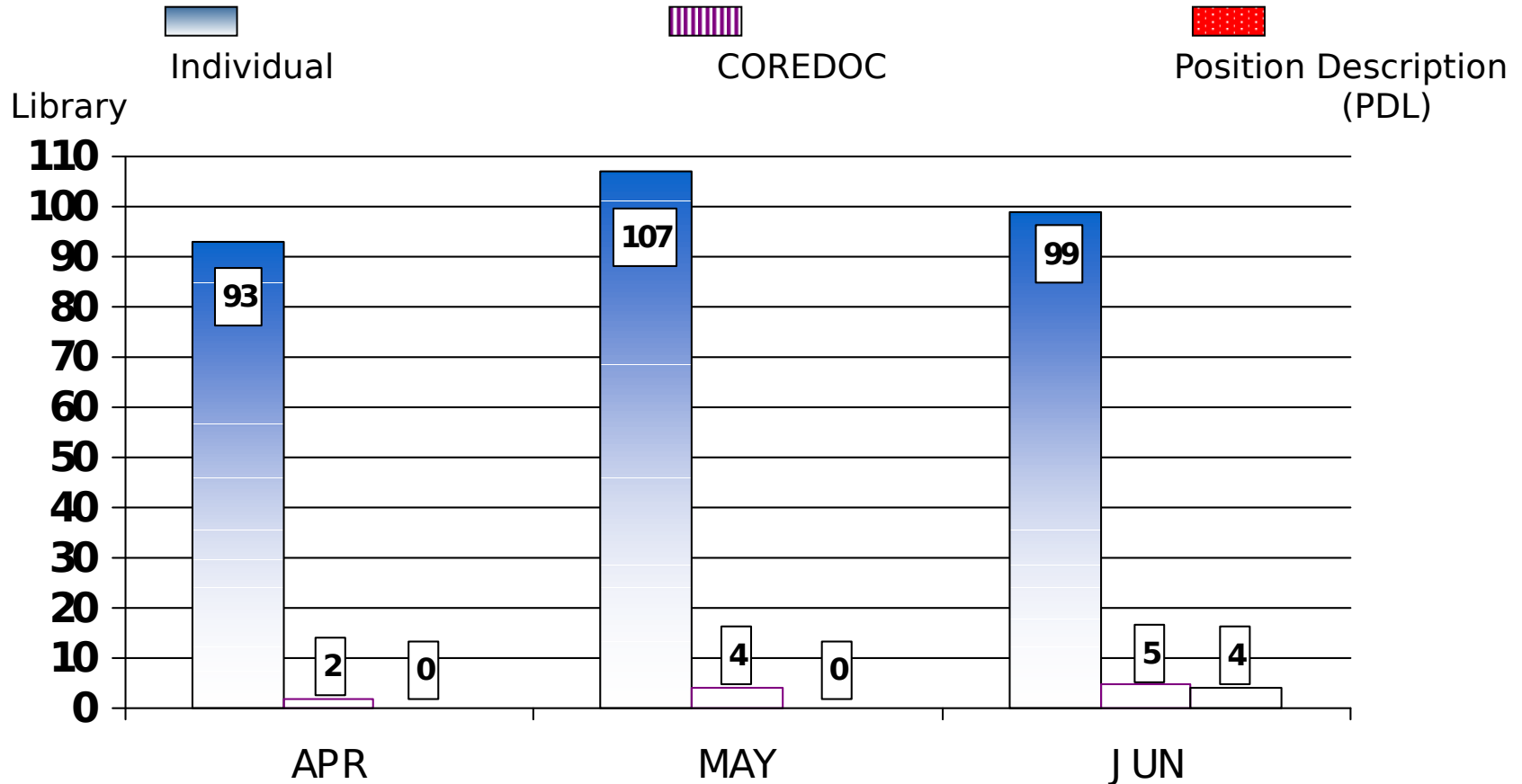
In Standard  
79% 79%

86% 71% 86% 80% 79% 84% 78%

**ANALYSIS:**

Non-routine actions have shown a steady decline since March, which roughly approximates the beginning of the FASCLASS project. FASCLASS has also impacted routine performance - in all but one month since FASCLASS started. The total number of routine and non-routine actions processed increased by 66% over the previous quarter. The focus on routine actions by the "get the routines out day" should help in the next quarter, as should the cross leveling of non-routine actions of over 20 days.



**TOPIC:****New Position Descriptions****3RD QTR-FY99****PROPONENTWCPOC-  
CD**

**ANALYSIS:** COREDOC and PDL are seldom used. The number of new job descriptions established continues a quarterly upward trend (45% increase over the previous quarter). The addition of two activities this quarter contributed only 7% to that increase. There is some early indication that FASCLASS will have more of an impact assisting managers in creating new job descriptions than either COREDOC or PDL, as eventually managers will have access to not only every job in the West Region but jobs in the other Army regions as well.



**TOPIC:****Average Days to Process Classification Actions - All Serviced****3RD QTR-FY99****PROPONENT:** WCPOC-

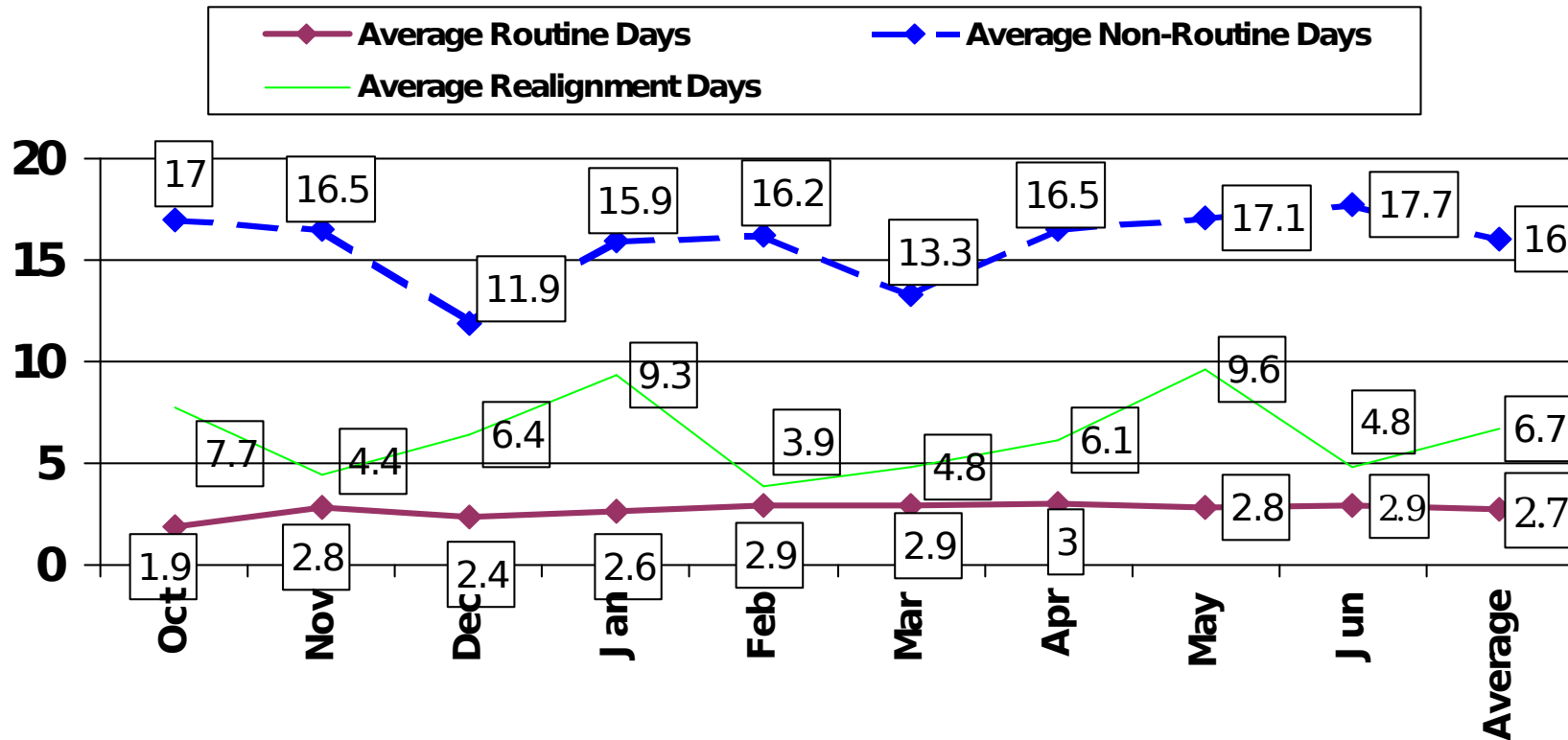
Routine, 4 Days from Date Received in CD

**STANDARD:**

Non-Routine, 30 Days from Date Received in CD

**ASSESSMENT:** Non-Routine - Green

Routine - Green



**ANALYSIS:** Routine actions are within standard; the overall increase from the previous quarter is due in part to diversion of resources to the FASCLASS project. Non-routine actions have been increasing but continue to be within standard. The average time for processing these actions below standard is due to a significant portion of routine actions being processed in a day or less, and non-routine actions being processed in less than 10 days. The SOP to address processing of realignments has been issued and should help stabilize the up and down performance of realignments over the year.



**SECTION 3**  
**Filling Jobs**  
**Proponent: WCPOC, Staffing Services Division**

<b><u>Sub-Section</u></b>	<b><u>Topic</u></b>	<b><u>Remarks</u></b>
A	Recruitment Activity – Jobs Filled	Illustrates how many jobs are being filled and the status of actions on hand at the end of the quarter.
B	Referral Lists Issued	Shows volume and timeliness of referral lists issued – on the basis of days to issue the list from the time the action is received in this Division. This includes both open and closed actions where referrals have been issued.
C	Resumes in Resumix Database	Depicts the number of resumes in the system from external and internal candidates.
D	Average Processing Time	Demonstrates the breakdown of time in the fill process-how actions flow through the various steps in the process. This presents data on actions closed (i.e., completed) during the quarter.
E	Management Feedback on Resumix	Illustrates management feedback on the Resumix process.

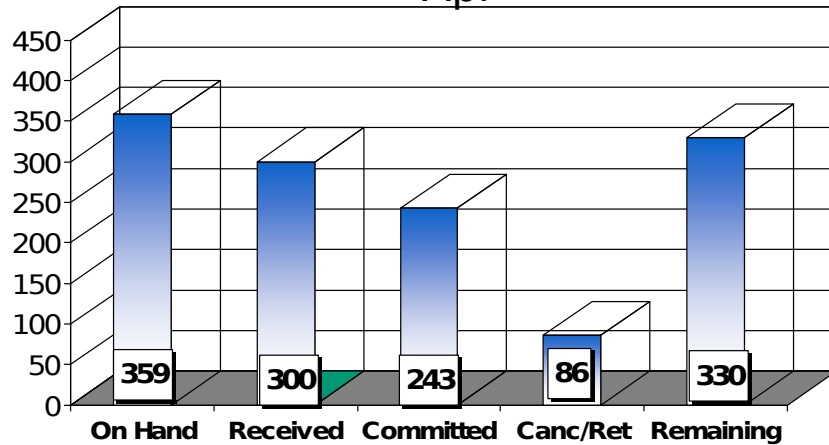


# TOPIC: Recruitment Activity - Jobs Filled - All Serviced

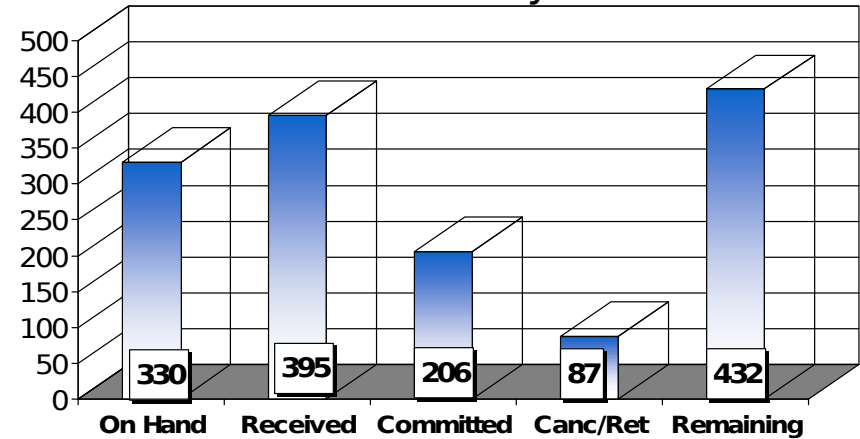
3RD QTR-  
FY99

PROPONENT: WCPOC - SSD

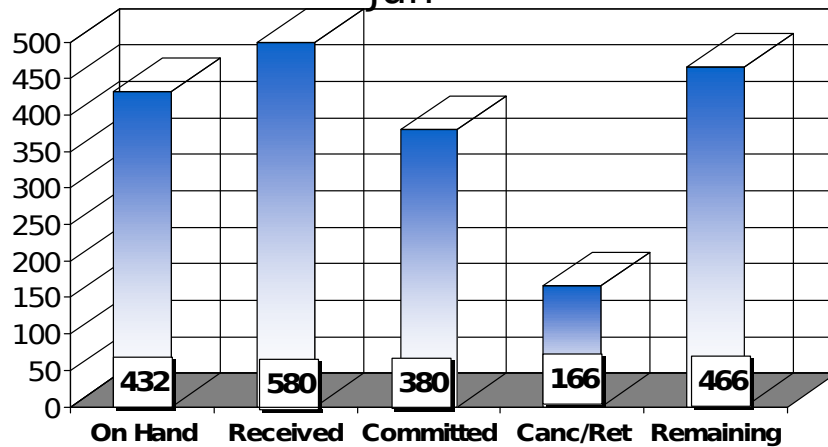
Apr



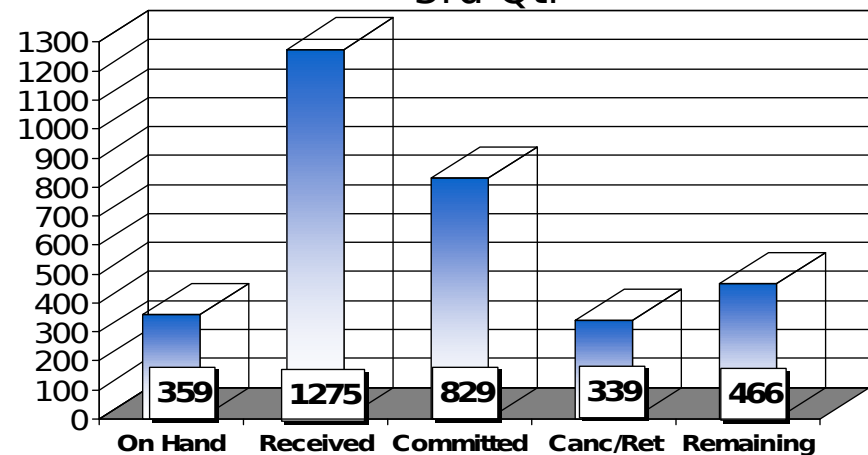
May



Jun



3rd Qtr



## ANALYSIS:

During the quarter 829 positions were committed - 685 through competitive procedures, 27 through PPP, and 117 through other non-competitive sources. Of the 466 actions remaining at the end of the quarter, 287 have referrals issued, 26 have PPP issues working, 146 are pending referral, and 7 are on hold for RIF at Fort Lewis.



**TOPIC:** Referral Lists Issued - All Serviced

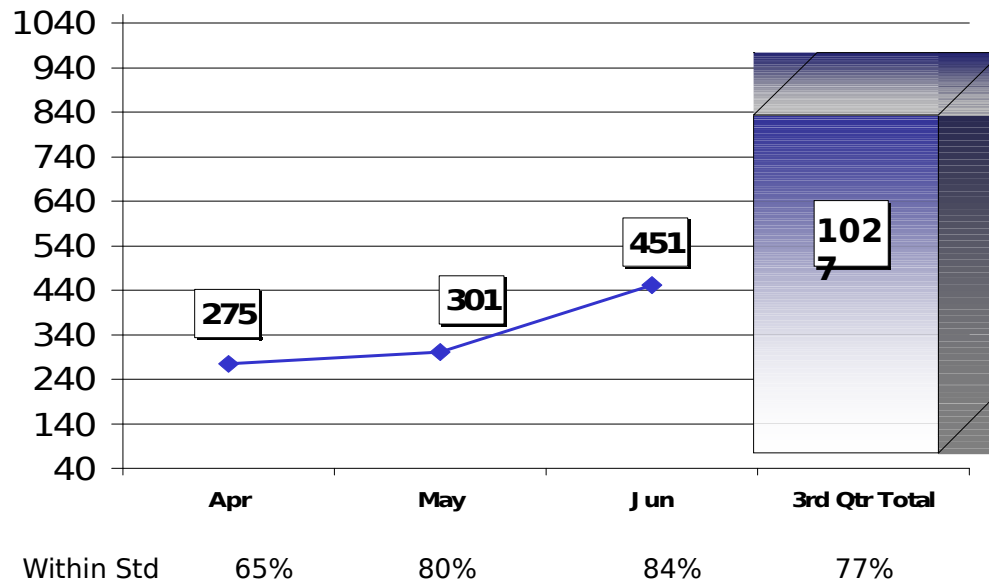
**3RD QTR-  
FY99**

**PROPONENT:** WCPOC - SSD

**STANDARD:** Resumix: 5 Calendar Days from Date Received in SSD  
DEU: 36 Calendar Days from Date Received in SSD

**ASSESSMENT:** Amber

Number of Referrals Issued



**ANALYSIS:** The volume of referrals issued increased 84% over last quarter's total, from 558 to 1027 and referrals issued in standard increased from 66% to 77%. The number of referrals issued increased each month during the quarter, and the number issued in standard reached an all-time high of 84% in June. With continued emphasis on quality control and production management, this trend is expected to continue.

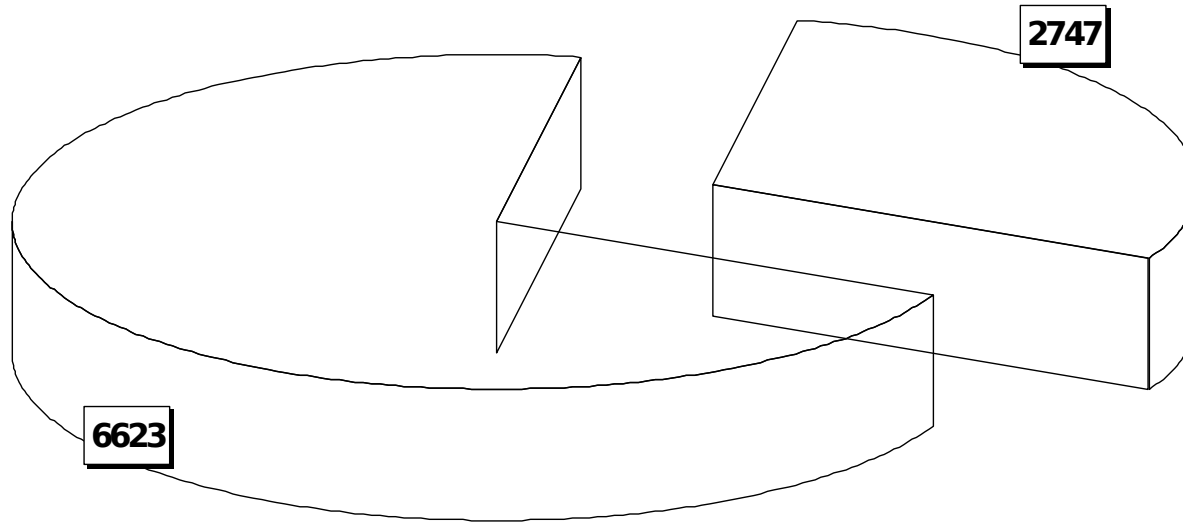


**TOPIC:****Total Resumes in Resumix Database - All Serviced****3RD QTR-  
FY99****PROPONENT: WCPOC - SSD**

External Applicants



Internal Applicants

**Total Applicants in Resumix : 9370****ANALYSIS:**

The total number of resumes in the database increased by 3,800 resumes from last quarter. This substantial increase is attributed to the clarification of our application procedures on OPM's USAJOBS web site and to the continued CPAC emphasis on getting internal applicants to submit their resumes to the Resumix database.

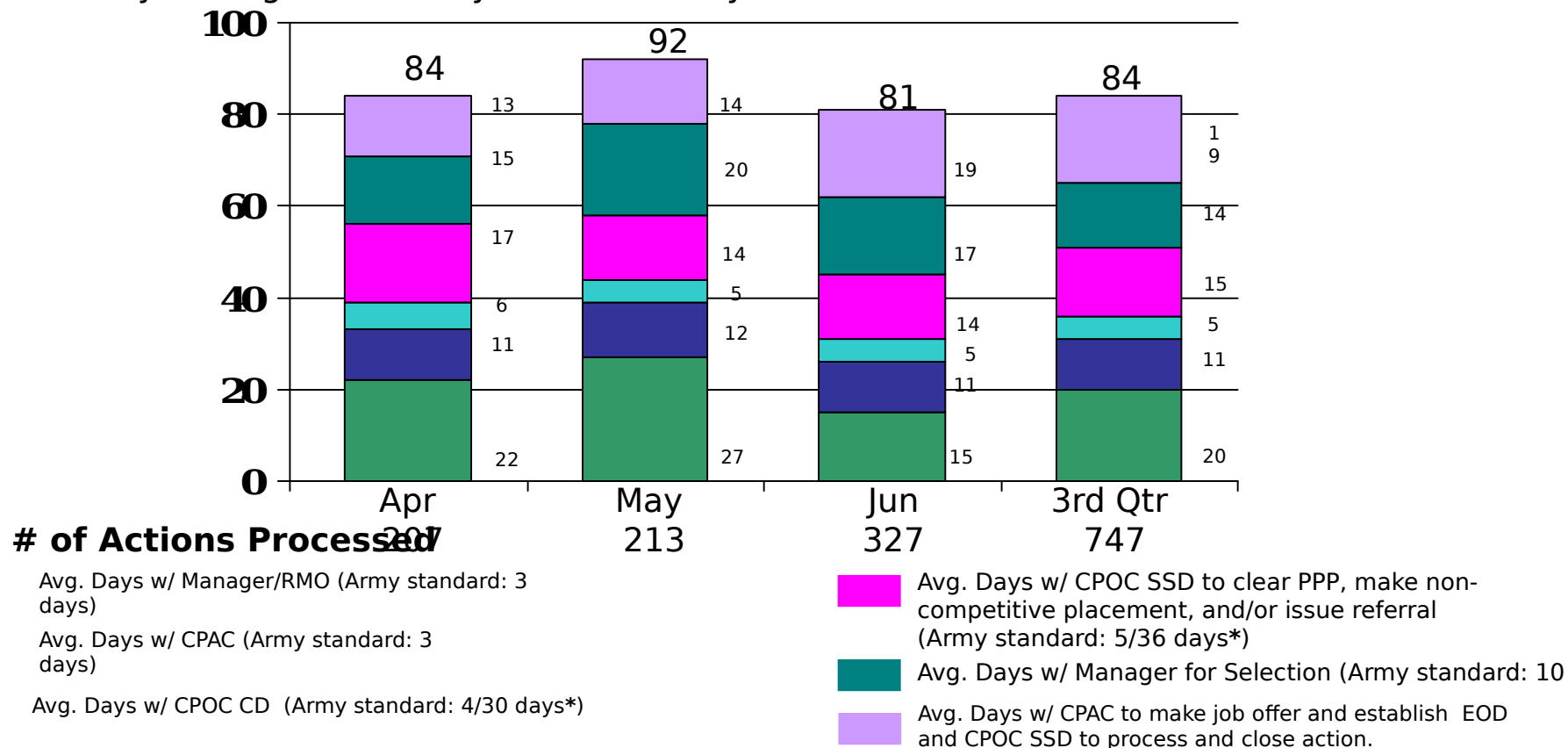


# TOPIC: Avg Processing Time - Recruitment Actions - All Serviced (From Initiation to Closure)

3RD QTR-  
FY99

PROPONENT: West Region Partners

Army Average 107 Days 112 Days



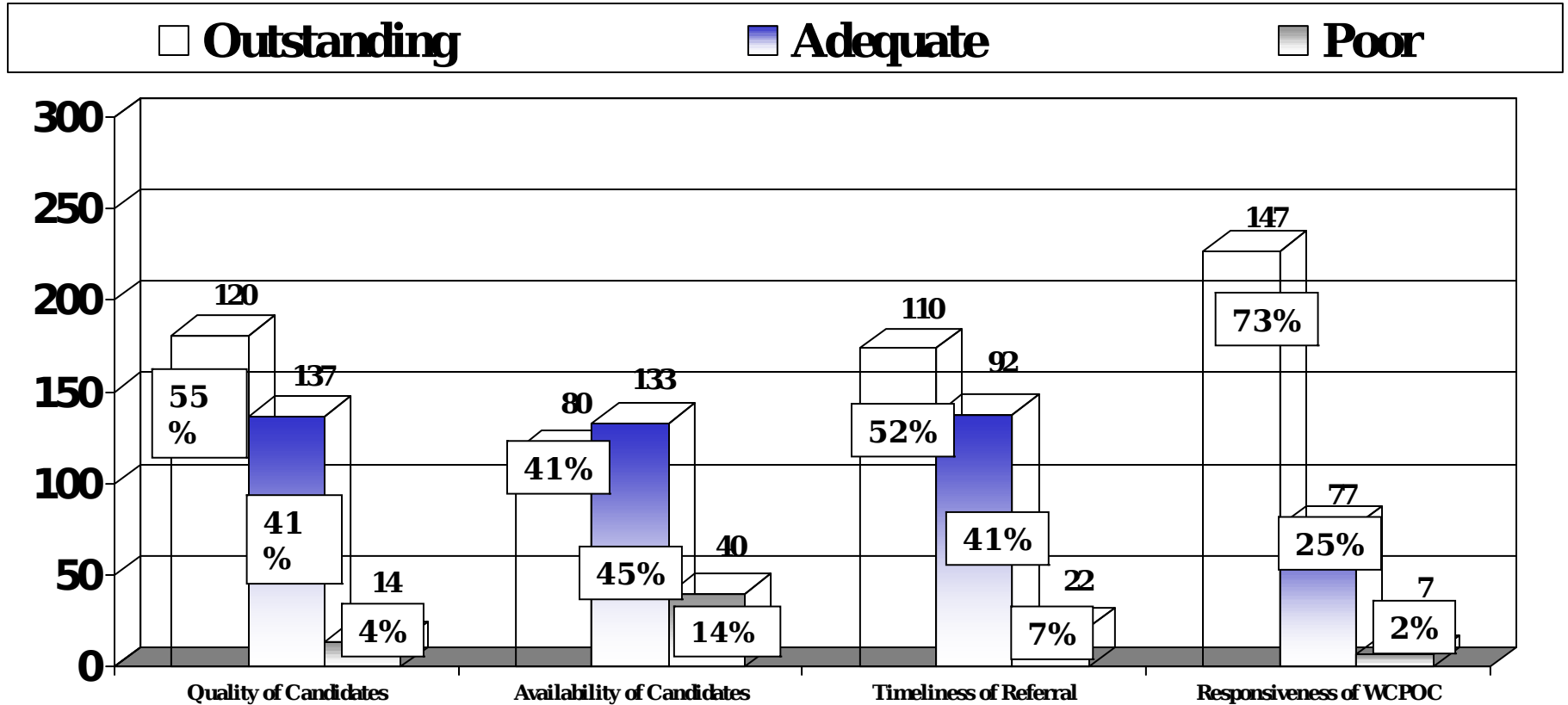
\*standard varies with type of action/referral

## ANALYSIS:

During the quarter 747 recruitment actions were processed, up 57% from last quarter, but the average time to process actions from initiation to closure increased to 84 days (81 days last quarter). West Region performance compares favorably with overall DA performance; fill time in April and May was 20% below that of overall DA fill time. When compared to Army standards, there is still room for improvement by Region partners in various components of the fill time continuum. Efforts will continue to improve both the quality of the process and the timeliness of filling positions.



<b>TOPIC:</b>	<b>Management Feedback on Resumix Referrals -</b>	<b>THRU END OF 3RD QTR- FY99</b>
<b>PROPONENT:</b>	<b>WCPOC - S&amp;D Serviced</b>	



**TOTAL Resumix REFERRAL LISTS ISSUED = 1744\*    TOTAL # FEEDBACK FORMS RETURNED = 449**

\*includes referrals for multiple grades

**ANALYSIS:** Selecting officials receive a feedback form with each referral list. Those returned indicate continued high level of satisfaction with Resumix referrals.

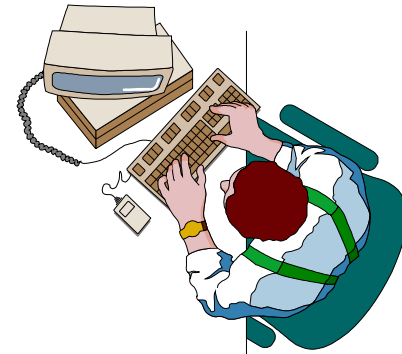


# SECTION 4

## Processing Personnel Actions

### Proponent: WCPOC, Staffing Services Division

Sub-Section	Topic	Remarks
A	Non-Recruitment Actions Processed	Illustrates processing timeliness and volume of personnel actions processed through PERSACT – to include such actions as resignations, retirements, name changes, and other non-competitive actions.
B	Awards Processed	Presents a picture of the volume and value of awards processed.



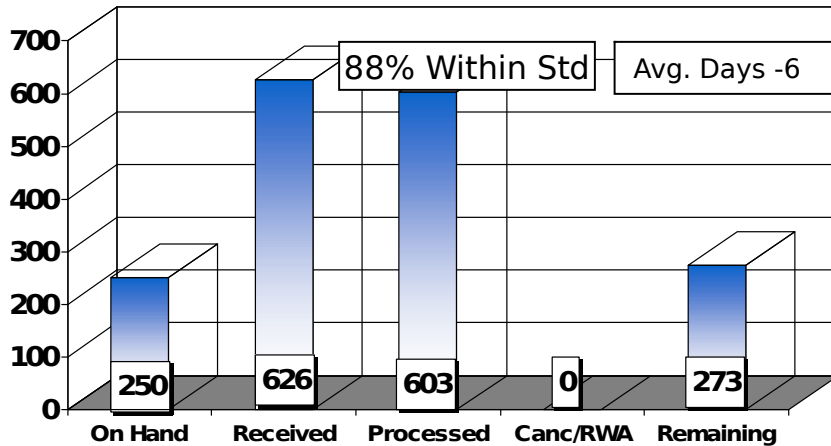
**TOPIC:** Non-Recruitment Actions Processed - All Serviced **3RD QTR-FY99**

**PROPONENT:** WCPOC - SSD

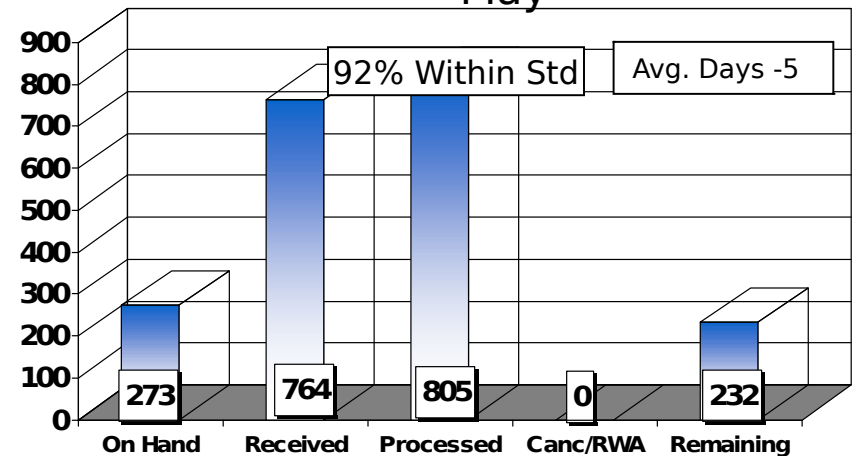
**ASSESSMENT:** Green

**STANDARD:** 5 Calendar Days Avg. from Date Rec'd in SSD

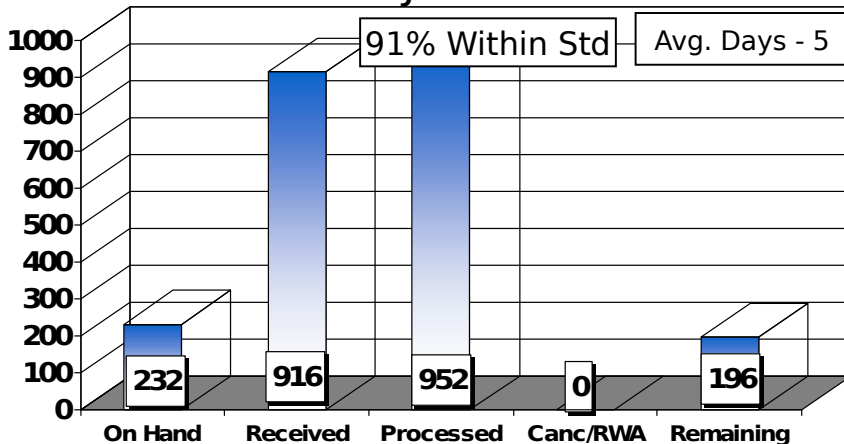
Apr



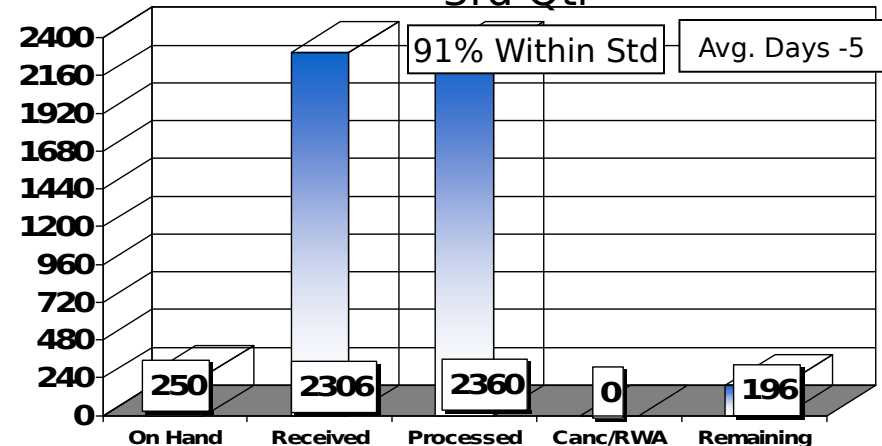
May



Jun



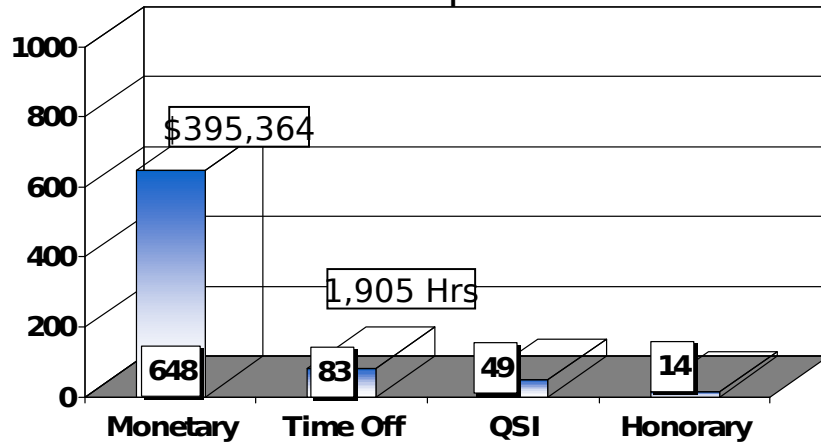
3rd Qtr



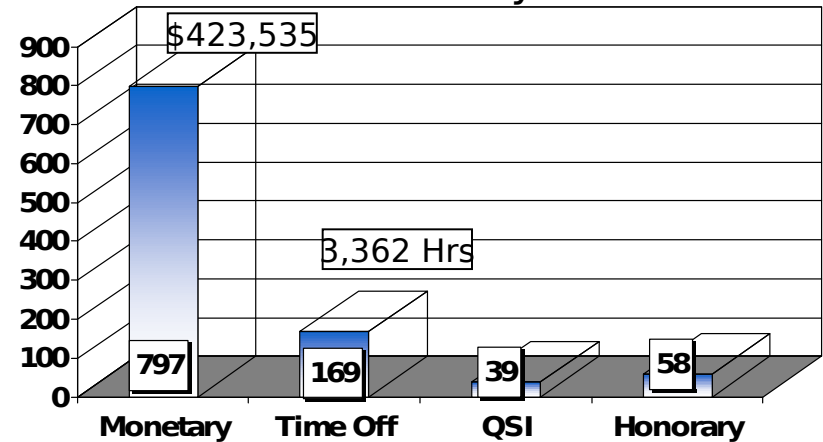
**ANALYSIS:** Ninety-one percent of all non-recruitment actions were processed within 5 days of receipt in SSD, an increase over last quarter's performance of 87%. The overall average time to process actions improved from 7 to 5 days. Volume of actions received and processed also increased significantly during this quarter.

**TOPIC:****Awards Processed - All Serviced****3RD QTR-  
FY99****PROPONENT: WCPOC - SSD**

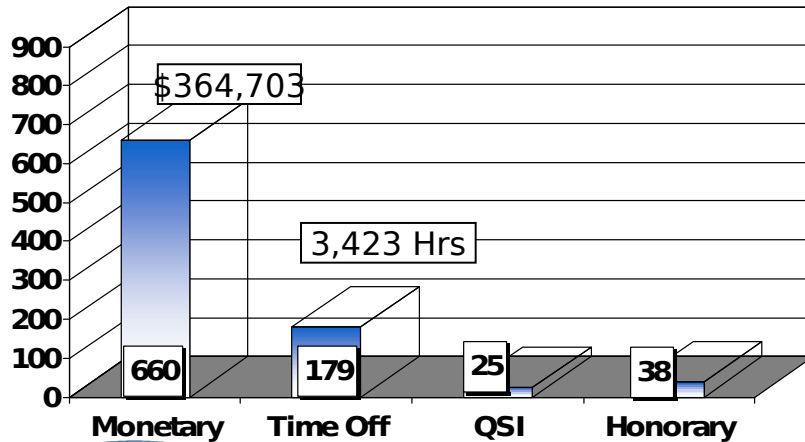
Apr



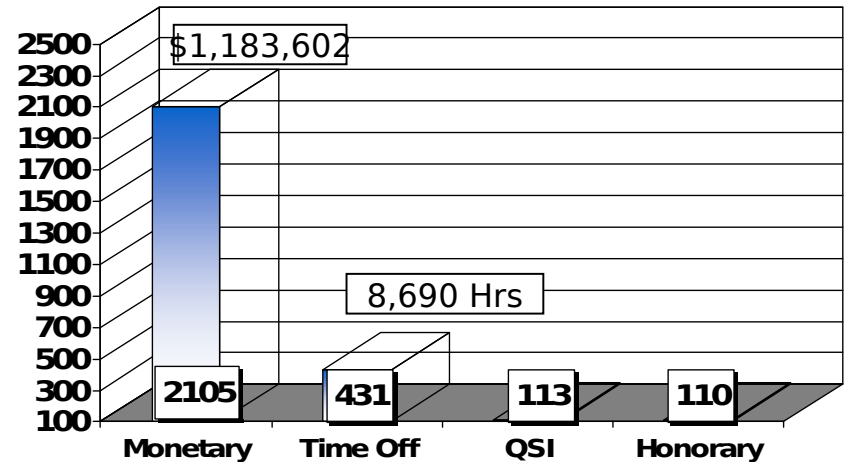
May



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3rd Qtr



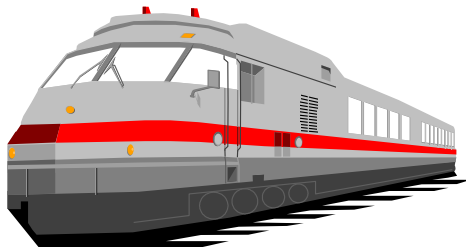


# Section 5

## Training and Developing Employees

Proponent: WCPOC, Human Resource Development Division

Sub-Section	Topic	Remarks
N/A	Training Requests Processed	Provides data regarding timeliness and volume of training request processing into the database. Also includes total employee hours spent in training and the dollars invested.



**TOPIC:** Training Requests Processed - All Serviced

**3RD QTR-  
FY99**

**PROPONENT:** WCPOC - HRDD

**ASSESSMENT:** Green

**STANDARD:** 7 Calendar Days from Receipt

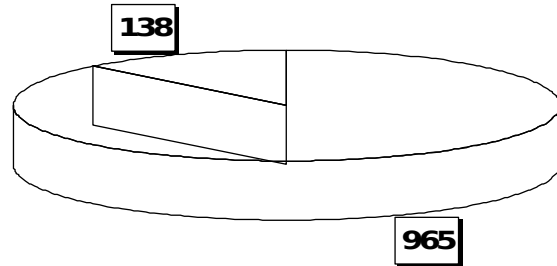


Manual DCPDS

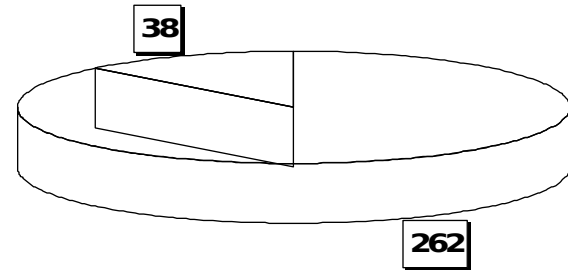


TRAIN FPI

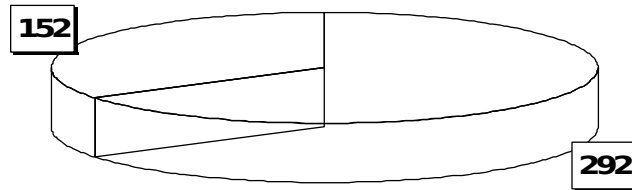
Apr



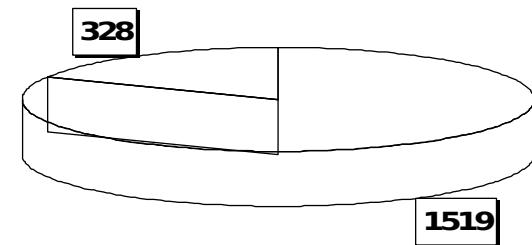
May



Jun



3rd Qtr



**Training Investment: :  
\$459,556**

**Training Hours: 34,217**

**ANALYSIS:** All records of completed training received by the WCPOC were processed within standard. Eighteen percent of training completions were processed using the TRAIN FPI. The CPOC continues to encourage use of TRAIN and has offered to provide additional assistance and training wherever desired.



# SECTION 6

## Providing Information Services

Proponent: WCPOC, Information Services Division

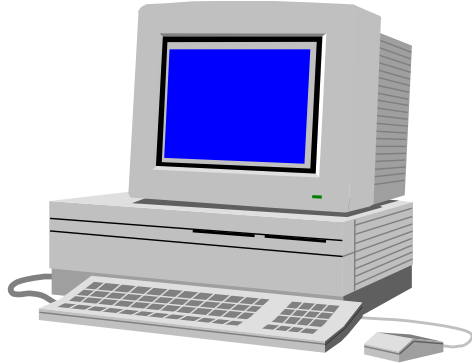
Sub-  
Section  
N/A

Topic

FPI Usage

Remarks

Provides data on Functional Process Improvement (FPI ) usage by managers in the region. The number of log-ins is the number of times that managers/resource managers entered the system. The number of accounts is the total accounts that have been built for managers or resource managers to use any of the FPI modules.

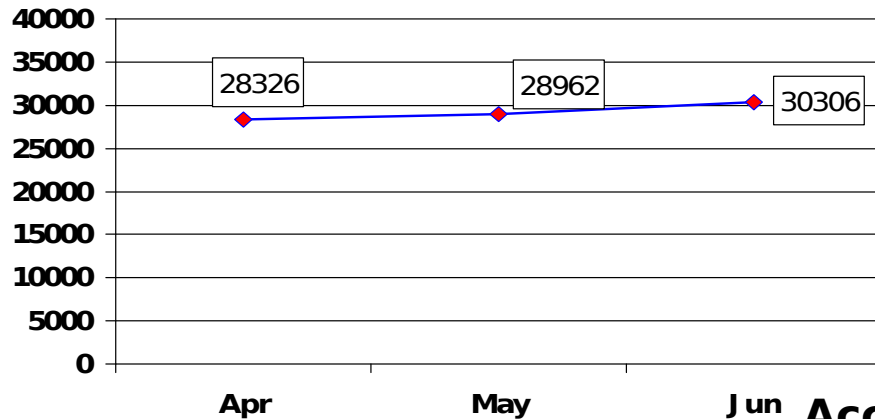


**TOPIC:** FPI Usage - All Serviced

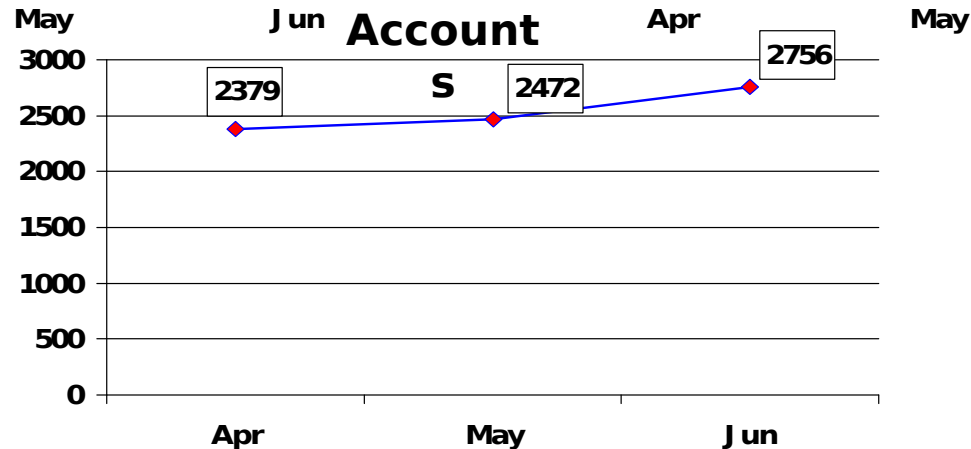
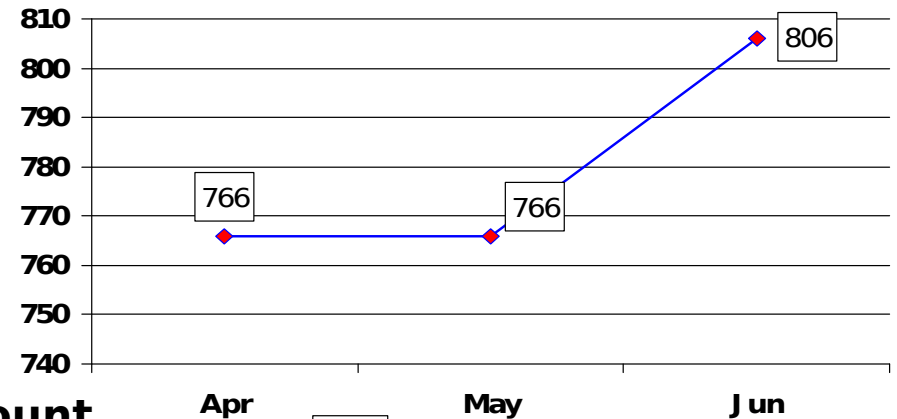
**3RD QTR-FY99**

**PROPONENT:** WCPOC-ISD

**Logins**



**Number of Managers that Logged In**



**ANALYSIS:** With the stand up of COE Walla Walla and the creation of accounts for the July stand up of COE South Pacific Division, the number of FPI accounts increased by about 15%. Although the overall number of Managers' using the FPIs has increased, the percentage of Managers using the FPIs has dropped from about 40% last quarter to about 32%. Total logins increased slightly from 27,673 to 30,306. The low percentage of Managers using the FPIs may be due to accounts not being deleted when the Managers leave their positions. Over the next quarter the CPOC will work with the CPACs to delete accounts which are no longer needed.

